Remote Dial-In Administration

Last Modified on 09/16/2026 2:32 pm CDT

This article pertains to districts that have purchased Remote Dial-In; the following information is provided by Shoutpoint. More information regarding Shoutpoint can be found here.

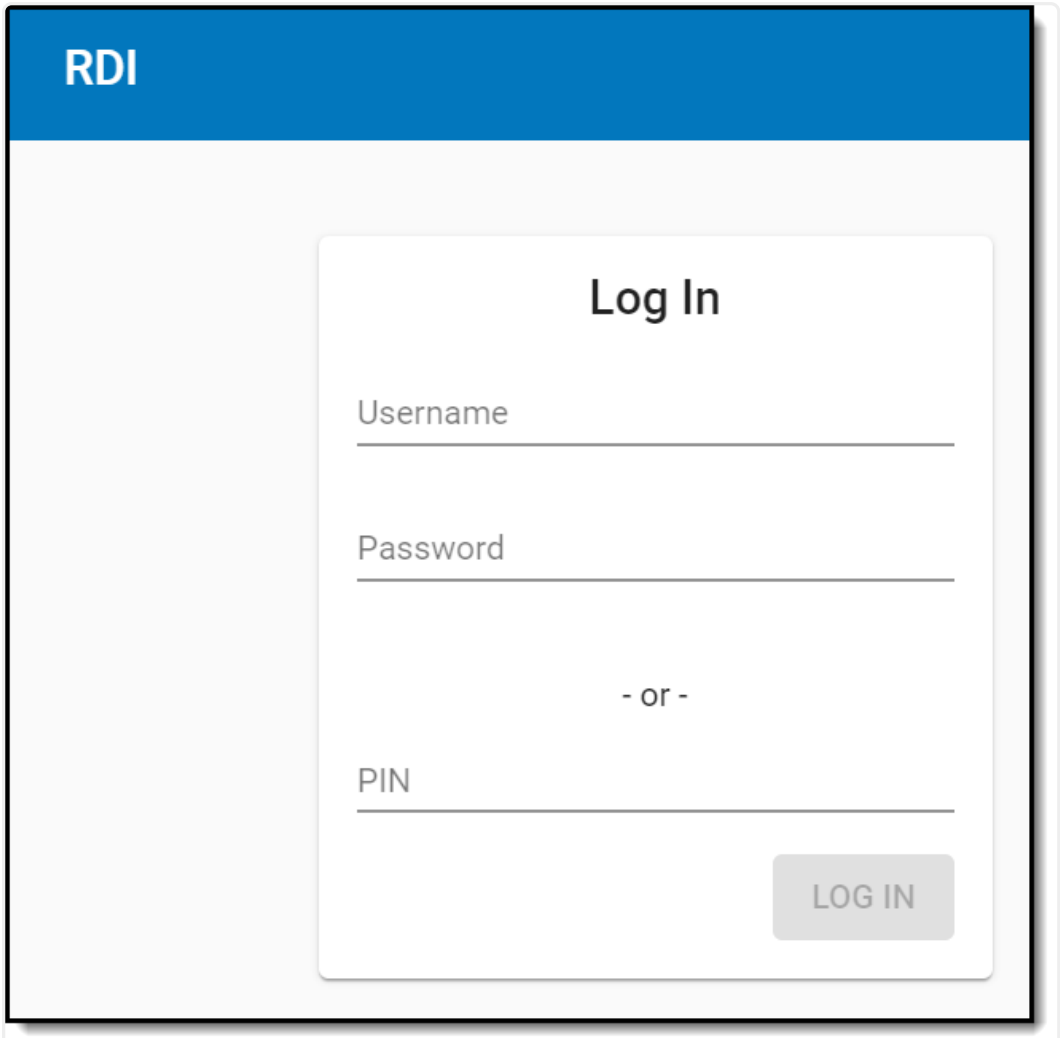
Remote Dial-in Administration covers user and contact maintenance. For information about creating and maintaining notifications, see Creating Remote Dial-in Campaigns.

Accessing the Remote Dial-In Console

1. Go to: https://rdi.shoutpoint.com.
2. Enter your **username** and **password** or enter your numeric **PIN**.

   Contact Campus Support if you do not know the username and password for your district.

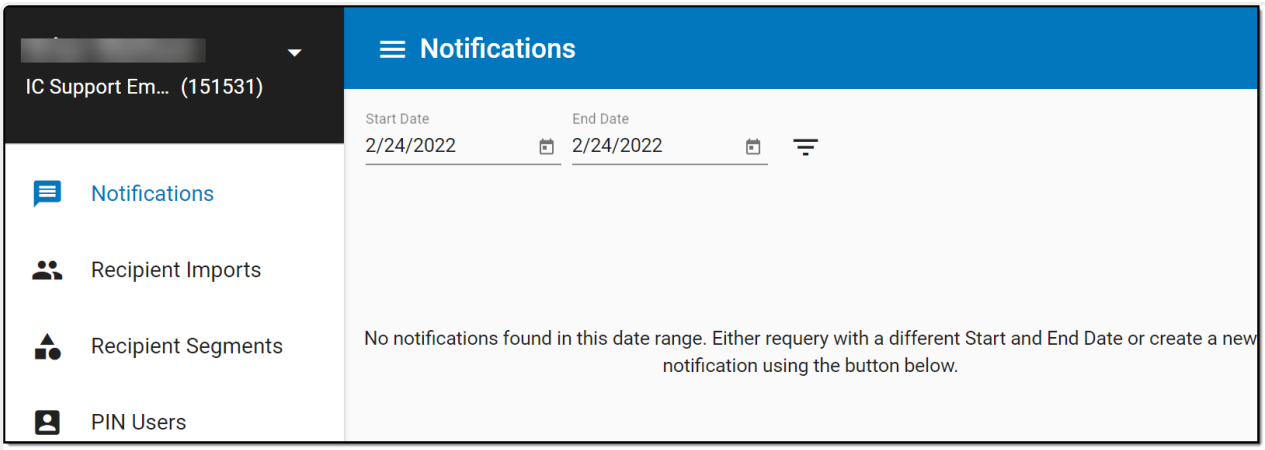
3. Click **OK**. The Notifications screen displays.



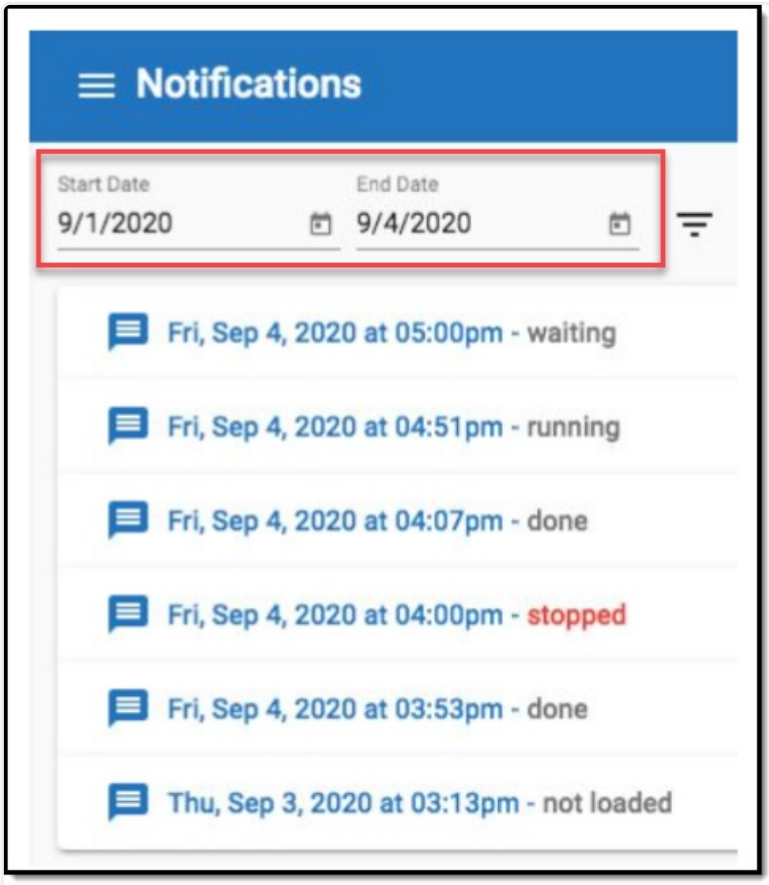
Remote Dial-in Web Access

Notifications

Notifications are voice/text message campaigns that districts create to send urgent or important messages to students, parents, and staff. Notifications can be sent immediately or scheduled for a later date and time.



Remote Dial-In - Notifications



Remote Dial-In - Notifications

By default, notifications scheduled for the current date will be displayed. To see notifications for a different date range, enter the desired start and end dates (or use the calendar feature to select the dates) and then click the filter icon.

Results will be displayed in the user's local time zone, from newest notification to oldest.

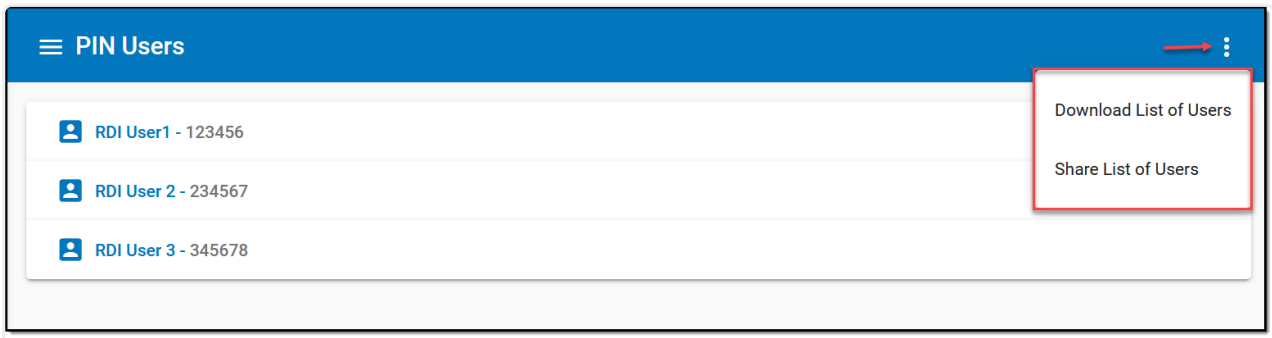
- A notification that is actively in progress will show as "running," followed by "stopping" when it is nearing completion.
- Notifications set to begin at a later time will show as "waiting."
- A current-date notification that was stopped before it could complete will show as "stopped."
- A notification that was completed on the current date will show as "done."
- Notifications from past dates will show as "not loaded" regardless of their completion status.

PIN Users

View a List of PIN Users

Users logged in with the district's username and password may click the vertical ellipsis icon in the upper right-hand corner, and then select “Share List of Users” to send the full list of users to an email address. Users on computers and some wireless devices will also have the option to download the full list of the district’s current PIN users.

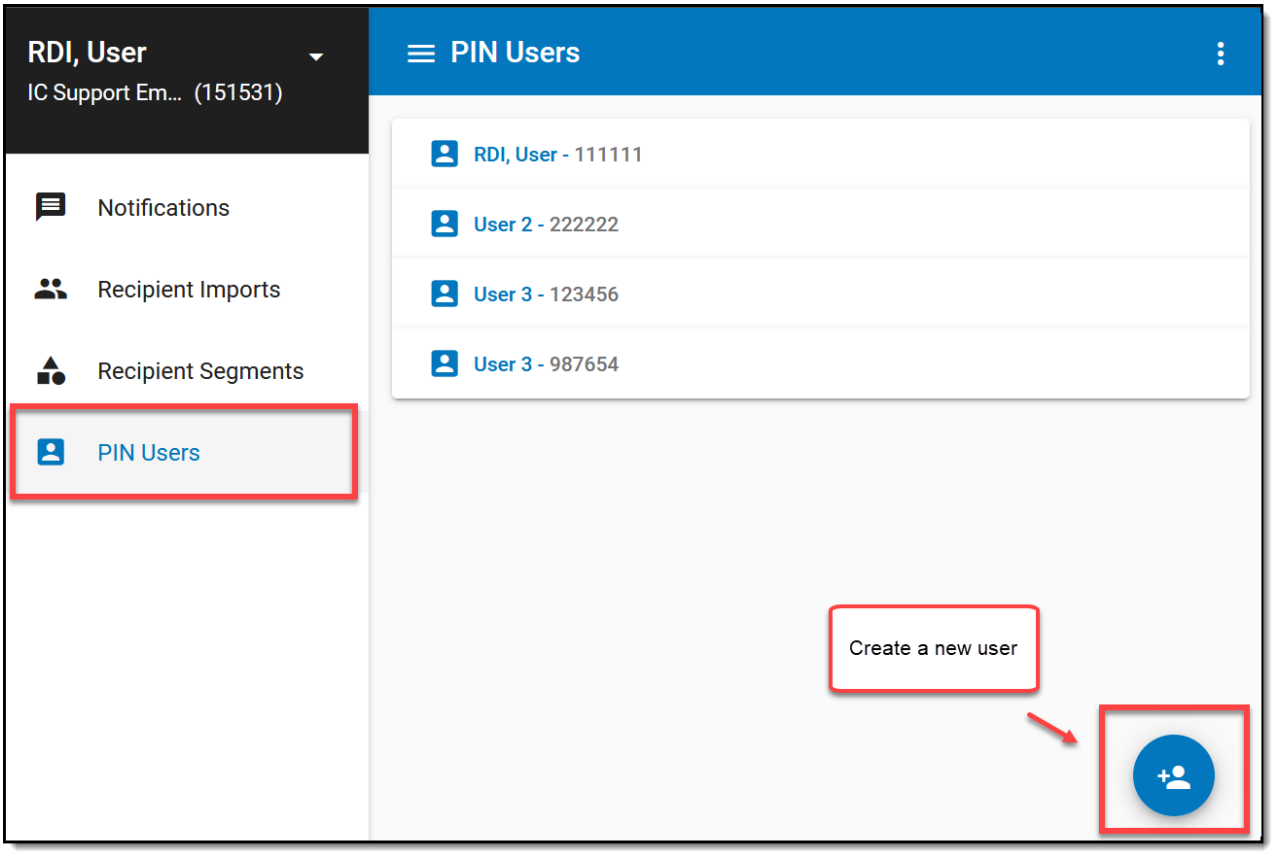
Both of these options are not available if the user logged in using a PIN. Users must log in with a username and password to access this section.



Remote Dial-In - PIN Users

Adding a New PIN User

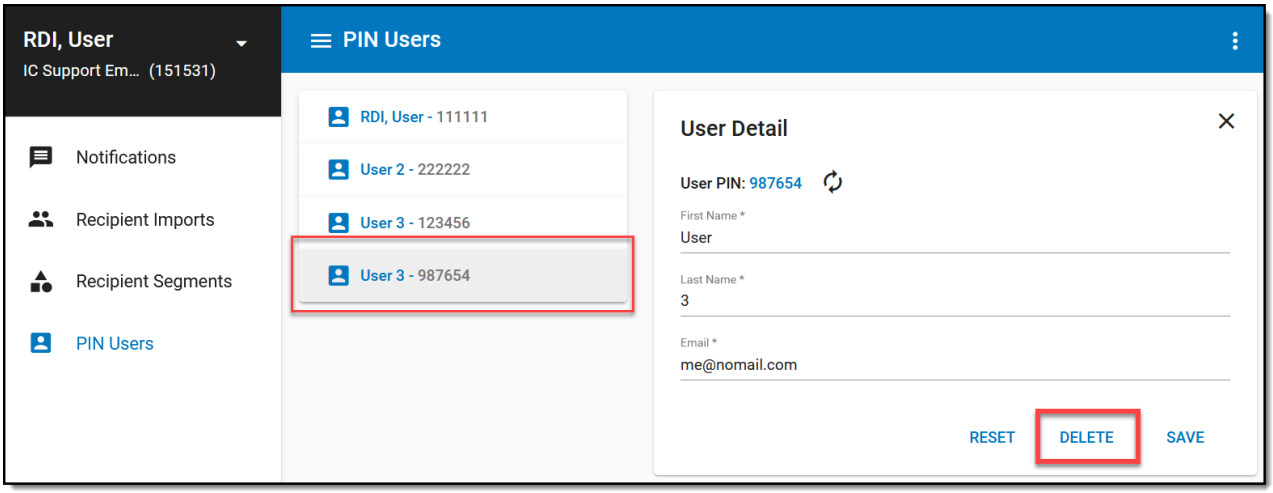
1. Select **Pin Users** from the Index.
2. Select the **Create a new user** icon**.** A User Detail editor will display.
3. Enter a **First Name**, **Last Name**, and **Email** for the new user.
4. Click **SAVE**. The new PIN user's information will appear in the PIN Users list and a confirmation message will be sent to the email address of the new user.



PIN Users can not set up new users or manage contact queries.

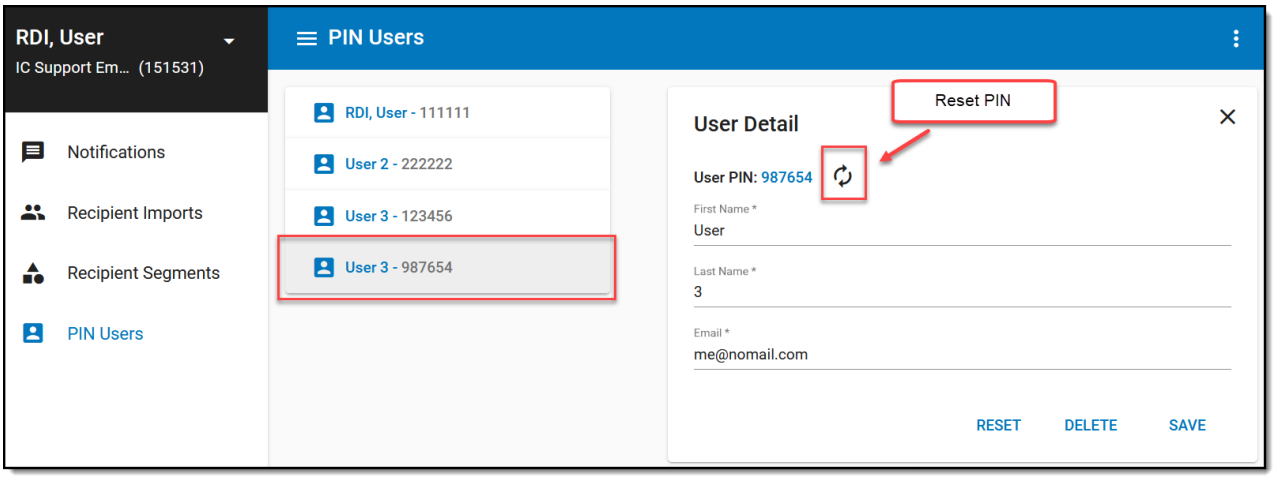
Deleting a PIN User

1. Select the correct user from the list.
2. Click the **Delete** button. The user will be removed from the list.



Resetting a PIN

1. Select the correct user from the list.
2. Select **Reset PIN** icon. The new PIN will be emailed to the address provided.
3. Click **Save**.

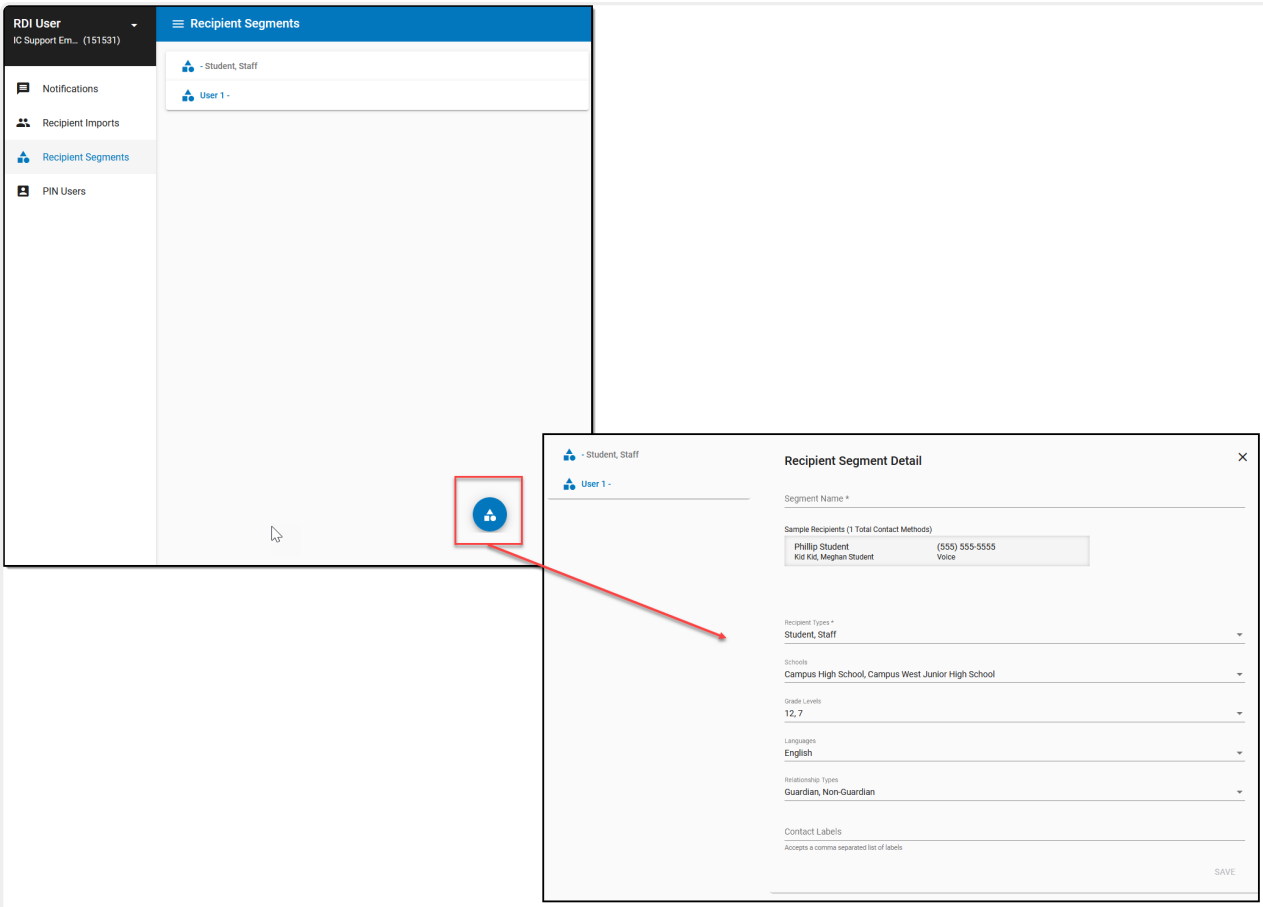


Recipient Segments

Send Voice/Text messages to a specific group of student and staff recipients by creating a Recipient Segment. Using the filter options available, identify specific recipient groups to receive only the information they need. Example: create a Recipient Segment for each school in the district for only students/staff of the selected school to receive Call/Text notifications. Users may edit and delete existing segments as needed.

Create Student and Staff Recipient Segments

A sample of recipients displays in the Sample Recipients box. Select the refresh icon in Sample Recipients to query the recipient sample on only the selected filters.



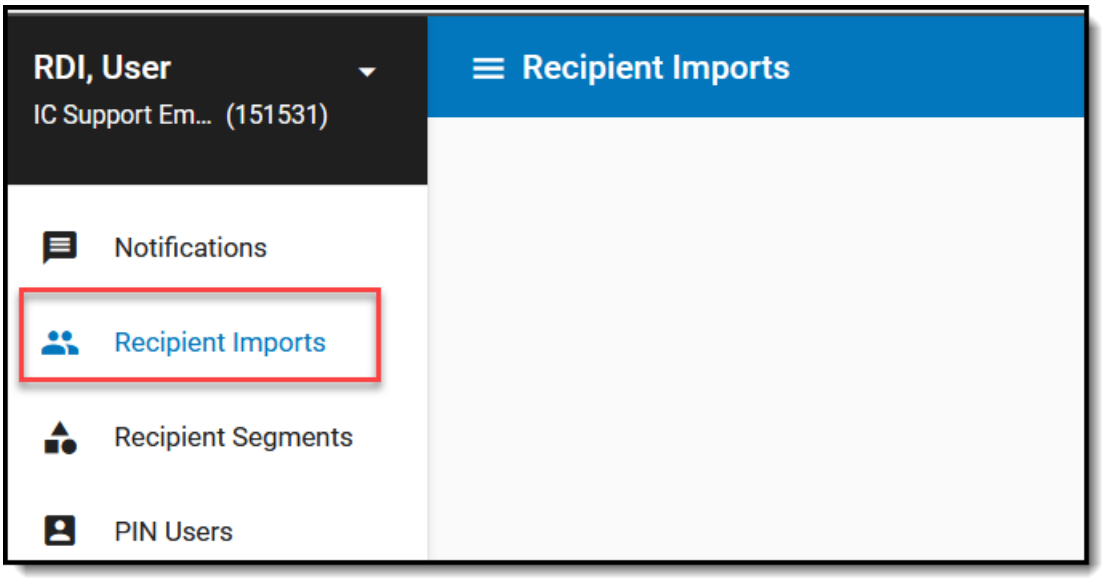
Create new Recipient Segments

1. Select the **Recipient Segments** tab.
2. Enter a **Segment Name**.
3. Select the desired **Recipient Types**.
4. Select a school or multiple schools to filter the recipient segment to.
5. Select **Grade Levels** filter if desired.
6. Select **Languages** filter if desired.
7. Select a **Relationship Types** filter of the student's contacts.
8. Select **Save**.

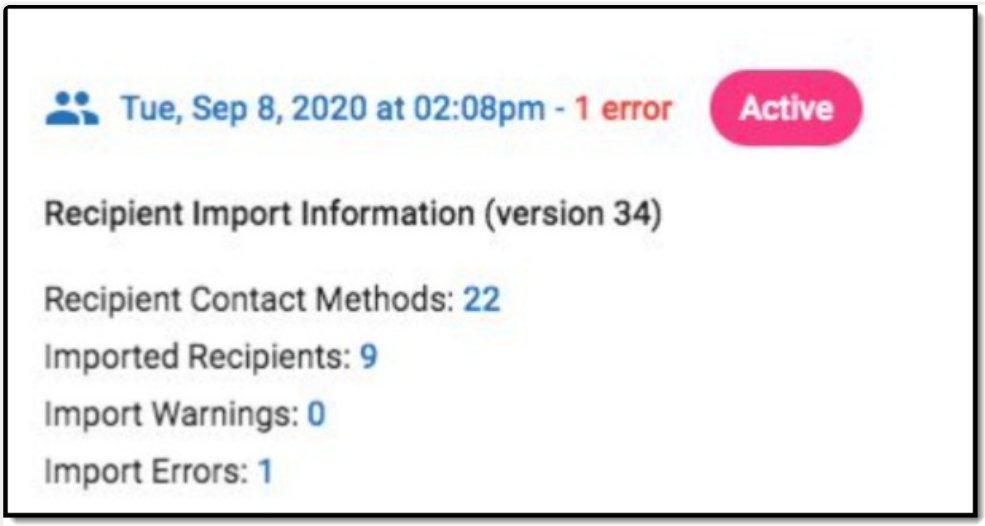
Recipient Imports

To manage importing and updating contacts automatically through Campus, see the Automatically Importing and Updating Contacts (Remote Dial-In) article.

The Recipient Imports tab is where the administrator reviews imports that have historically been completed by the Campus extract/Shoutpoint import.



The Recipient Imports page displays the district's recently loaded contact lists, with a pink "Active" label next to the most recently loaded list. Only the "Active" list will be used for creating new notifications; previous list imports are displayed for reference. Updated lists are automatically imported from the contact database according to the district's setup on Remote Dial-In.



Shoutpoint - Recipient Imports

Recipient Import Stats	Description

If there are any import **warnings** or **errors**, there will be a blue **"Export Errors"** button for users to select to download a file containing details about the warnings and errors.

Recipient Import Stats	Description
Recipient Contact Methods	Reflects how many recipient phone numbers are in the contact list. Each recipient (parents/guardians and school staff members) may have 1 or more contact method (phone number set to receive phone calls or text messages).
Imported Recipients	Reflects how many recipients are in the contact list.
Import Warnings	Reflects the number of contact list records that contain invalid data, but were still imported.
Import Errors	Reflects the number of contact list records that could not be imported at all. Most import errors are due to invalid phone numbers, or a recipient not having any contact methods set.